

Product Recall and Complex Product Liability



At Charles Taylor, our experienced adjusters specialise in investigating product recall claims, ensuring businesses recover efficiently while minimising financial and operational exposure.

We focus on meticulous enquiries, accurate loss assessment, claims resolution, and policy interpretation to facilitate a justifiable and expedited recovery process.

In addition to expert adjusting services, we offer specialised support such as forensic accounting to quantify financial impact and business income loss as well as engineering expertise to analyse product failures.

By combining deep industry knowledge with advanced technology, we provide a seamless claims-handling solution that helps businesses navigate recalls with confidence, ensuring compliance, brand protection, and customer safety.

Our Services



Engineering & Automotive

Manufacturing defects or safety issues in vehicles, such as faulty brakes or airbags. Recalls help ensure consumer safety and prevent potential accidents by removing or repairing defective parts.



Food & Groceries

Health risks associated with contamination, undeclared allergens or spoilage as well as packaging-related hazards. Swift action is often required. This helps protect consumers from foodborne illnesses, allergic reactions or injuries.



Pharmaceutical

Medication contamination, incorrect labelling, or improper dosages that could harm patients. These recalls protect public health by removing potentially dangerous drugs from distribution.



Health & Lifestyle

Safety issues with health and wellness products, including harmful supplements, mislabelled cosmetics, and defective medical products and devices, ensuring consumer safety by preventing injuries and adverse health effects.



Babies & Children

Focus on toys, clothing, or gear with choking hazards, toxic materials, or faulty designs. This category prioritizes the safety of young children by removing dangerous items from the market.



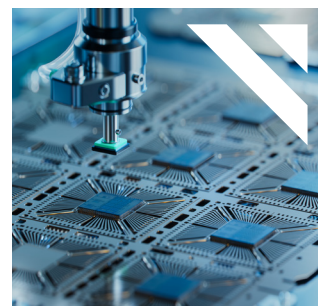
Chemical - Herbicides, Pesticides, Insecticides

Chemical products with health or environmental hazards, such as mislabelling or contamination. They protect users and ecosystems from the adverse effects of harmful chemicals.



Industrial, Business & Building

Safeguard of the infrastructure quality and work environments safety caused by faulty building materials such as defective wiring or structural components.



Electronics & Technology

Devices with risks like overheating, battery issues, or software defects, which could cause fires, data loss, and other safety hazards.

3 reasons to work together:

In-house multi-disciplinary approach:

Charles Taylor's multi-disciplinary team of loss adjusters, forensic accountants, electrical and mechanical engineers leverage both global and local expertise to manage product recalls with efficiency and precision, providing comprehensive solutions throughout the entire claim lifecycle.

Expertise in international and complex claims:

Our team has extensive experience managing high-value product recall claims involving defective products in multiple international jurisdictions. [here add some numbers: e.g. number of product recall per year; largest case]

Analyse and advise:

Our experts can be trusted to conduct thorough investigations of complex supply chains, assess policy coverage, analyse business records and accounts and quantify losses all while safeguarding reputations and delivering results.

Geographical coverage



Based in strategic locations around the world, our team can respond quickly and effectively whenever you need us most.

Contact Us

Global – Andy Rice

CEO, Adjusting International

M: +44 7827 243 573

E: andy.rice@charlestaylor.com

Asia - Chor Chin Mak

Director

M: +852 9307 2892

E: chorchin.mak@charlestaylor.com

Australia – Glyn Lloyd

Director

M: +61 (0)477 692 600

E: glyn.lloyd@charlestaylor.com

EU - Nicholas La Stella

Head of continental Europe

M: +39 340 069 2602

E: nicholas.lastella@charlestaylor.com

UK - George Gough

Director Liability

M: +44 208163 2058

E: george.gough@charlestaylor.com

US – David Perry

Director & Executive Vice President

M: +1 305 776 7068

E: david.perry@charlestaylor.com



SCAN ME